



FY 2015 LIHEAP Training Conference

Monday, September 8, 2014

7:30 am - 8:45 am		BREAKFAST (Grand Ballroom)
9:00 am - 9:30 am	DAY 1 - FY 2015 LIHEAP TRAINING CONFERENCE	OPENING SESSION (Grand Ballroom) <i>Welcome and Introduction</i> Gerald Bell, Manager, Community Services Programs; Leverett Wing, Associate Director, Division of Community Services, DHCD; Deborah Leonczyk, Executive Director, BCAC, Inc.; Paul W. Mark, 2 nd Berkshire District, State Representative.
9:30 am - 10:00 am		LIHEAP - Where it is and where is it going? Gerald Bell, Manager, Community Services Programs & Akm Rahman, Senior Information & Program Coordinator, DHCD.
10:00 am - 10:45 am		Assurance 16 (Grand Ballroom) Glenn Bouchard, Program Representative, DHCD (moderator) <u>Outreach</u> - Linda Soucy, Housing Services Division Director, GLCAC, Inc.; <u>Outreach</u> - Mary Knittle, Director of Energy Resources, WCAC, Inc.; <u>Case Management</u> - Jennifer Schmorow, Utilities Advocate, Action, Inc.
10:45 am - 10:55 am		BREAK
10:55 am - 12:15 pm		Home Energy Assistance - "Customer Assistance: the Role of the Department of Public Utilities" and "Utility Company Programs" (Grand Ballroom) Gerald Bell, Manager, Community Services Programs, DHCD (moderator) <u>Customer Assistance: the Role of the Consumer Division, Department of Public Utilities</u> - Caroline M. O'Brien, Counsel, Consumer Division, Massachusetts Department of Public Utilities; <u>Utility Company Programs</u> - Kate Agin, Customer Care Outreach Specialist, Northeast Utilities Service Company; Virginia Anthony, Manager Consumer Relations, Columbia Gas of Mass.; Susan Corson, Customer Assistance Program Manager, Unitil; Corey Manson, Consumer Advocate, National Grid, Mass.; Theo Papigiotis, Supervisor of Credit and Collections, New England Gas.
12:15 pm - 1:15 pm		LUNCH (Berkshire Rooms 1, 2, & 3)
1:15 pm - 2:45 pm		Utility Consumer Rights (Grand Ballroom) Carlos Luna, Program Representative, DHCD (Introduction) Charles Harak, Senior Attorney for Energy and Utilities, National Consumer Law Center (NCLC)
2:45 pm - 3:15 pm		Best Practices (Grand Ballroom) Kathleen Krasco, Program Coordinator, DHCD (moderator) <u>Vendor Training</u> - Lourdes Aspiras, Fuel Assistance Program Manager, SMOC, Inc.; <u>Information & Referral</u> -Lisa Gilhooly, Interim Manager/Emergency Program Coordinator, NEFWC; <u>Streamlining Filing & Accessing Files</u> - John Keeney, Area Project Coordinator, NEFWC.
3:15 pm - 3:30 pm		BREAK
3:30 pm - 4:30 pm		DHCD Performance Verification System (Grand Ballroom) Gerald Bell, Manager, Community Services Programs, DHCD (moderator) Akm Rahman, Senior Information & Program Coordinator, DHCD Jeffrey Brown, President, Community Software Group, Inc.
4:30 pm - 4:45 pm		Tribal Session (Grand Ballroom) Gerald Bell, Manager, Community Services Programs, and Akm Rahman, Senior Information & Program Coordinator, DHCD.
4:45 pm - 5:00 pm		Day 1 Closeout and Evaluation - all DHCD staff

Tuesday, September 9, 2014

7:00 am - 9:15 am	BREAKFAST (Outside Grand Ballroom)
8:00 am - 9:30 am	Program Directors' Round Table (Berkshire Room 1 & 2) Gerald Bell, Manager, Community Services Programs & Akm Rahman, Senior Information & Program Coordinator, DHCD (moderators) Fiscal Clarifications; Leveraging; Assessment Trends; Vendors Management; Appeals; and Data Verification.
8:15 am - 9:15 am	The Bean Game (Grand Ballroom) <i>Living on a "20 Bean Salary"</i> Tonia Barlow, Program Representative, DHCD (Introduction) Kellie Kozak; Community Development Officer, Mountain One Bank; Bryan House, Deputy Director of Central and Southern Berkshire County, BCAC; Aleta Moncecchi, Deputy Director of Northern Berkshire County, BCAC.
9:30 am - 10:30 am	Fraud, Waste and Abuse Prevention (Grand Ballroom) Gerald Bell, Manager, Community Services Programs, DHCD (moderator) <u>Fraud Awareness & Prevention</u> - Alice Wadley, System Trainer, Department Assistance Bureau, Massachusetts Office of Comptroller; Tonia Barlow, Program Representative & Kathleen Krasco, Program Coordinator, DHCD; <u>DHCD Fraud Reporting Process:</u> Mekdes Abebe, Director of Internal Controls, Audits & Contracts, DHCD.
10:30 am - 11:15 am	LIHEAP Guidance Clarifications, Changes and Reminders (Grand Ballroom) Gerald Bell, Manager, Community Services Programs, DHCD (moderator) Tonia Barlow, Program Representative; Glenn Bouchard, Program Representative; Kathleen Krasco, Program Coordinator; Carlos Luna, Program Representative & Akm Rahman, Senior Information & Program Coordinator, DHCD.
11:15 am - 11:30 am	BREAK
11:30 am - 12:15 pm	LIHEAP Performance Measures (Grand Ballroom) Akm Rahman, Senior Information & Program Coordinator, DHCD Jeffrey Brown, President, Community Software Group, Inc.
12:15 pm - 1:15 pm	LUNCH (Berkshire Rooms 1, 2, & 3)
1:15 pm - 2:30 pm	Current and Proposed LIHEAP Software Changes (Grand Ballroom) Kathleen Krasco, Program Coordinator, DHCD (Introduction) Annette Rodriguez, Director of Customer Relations & Support, Community Software Group, Inc.
2:30 pm - 3:00 pm	Evaluation of Day 2 and Conference Close Out - all DHCD staff

DAY 2 - FY 2015 LIHEAP TRAINING CONFERENCE

Conference Location:

The Crowne Plaza Hotel Pittsfield
 1 West Street
 Pittsfield, MA 01201
 413-499-2000

<http://berkshirecrowne.com/>